



Making Conflict Work

Foundational Skills in
Conflict Resolution

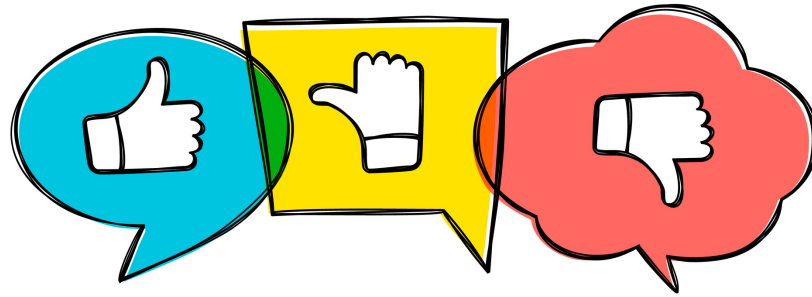
Sample Content

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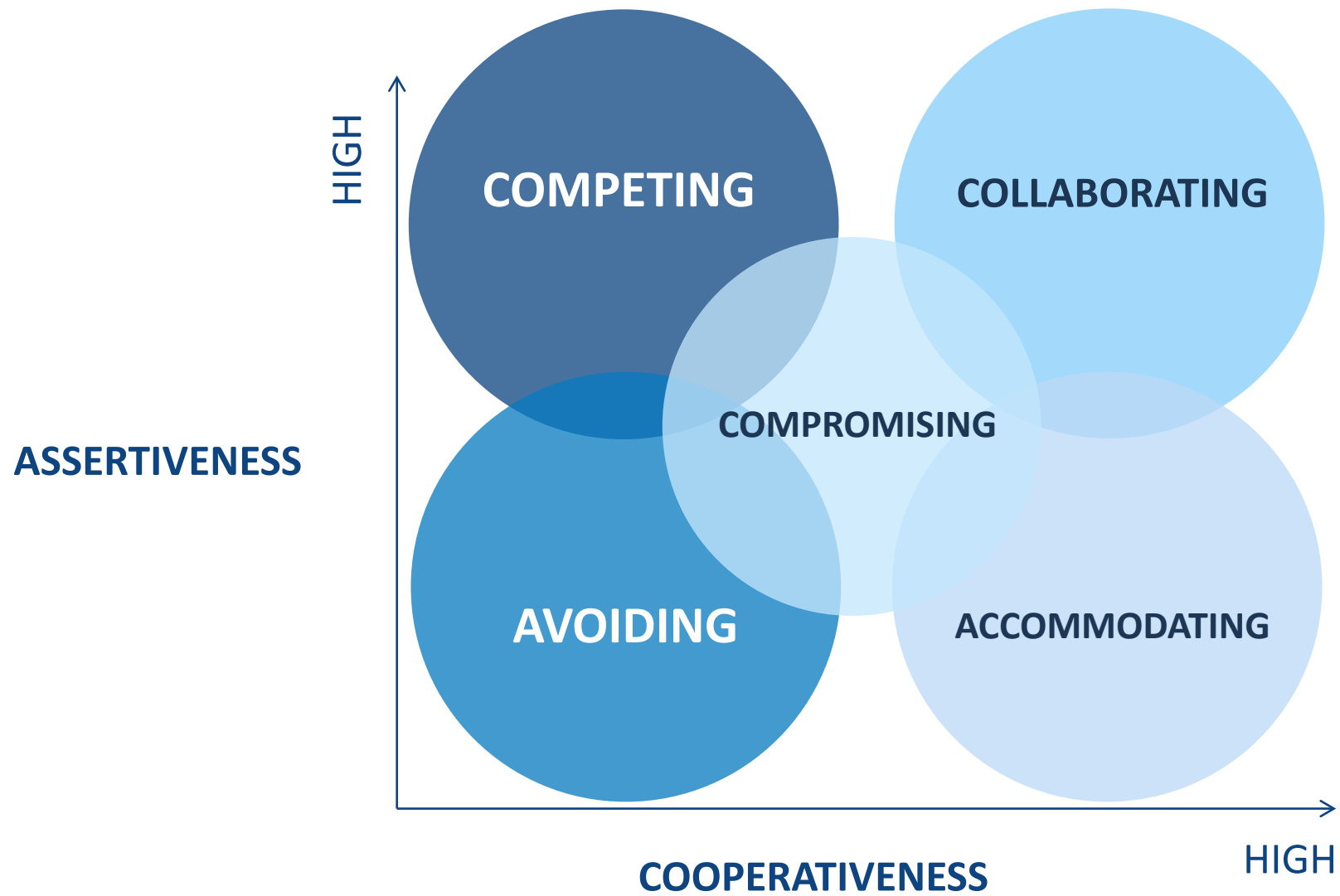


Our Goals for Today...

- Understand why conflict happens and recognize the consequences of unmanaged conflict.
- Identify common sources of conflict within teams.
- Learn strategies to effectively work with different conflict management styles.



The only kind of bad conflict is
unmanaged conflict.





A short survey to identify your
Conflict Management Style

Identifying Your **Conflict Management Style**

Start

press **Enter** ↵

⌚ Takes 3 minutes



ACCOMMODATING

Often neglects one's own interests and goals to preserve the relationship

Types of Accommodating:

- Self-sacrifice
- Minimizing the conflict to preserve harmony
- Yielding to other's needs & interests





How do we avoid creating and contributing to a culture of blame?

What's Your Conflict Style?

Each statement below reflects a strategy used for managing conflict. Rate each statement on a scale of 1 to 4 indicating how likely you are to use this strategy. You may find it helpful to consider one conflict situation (e.g., work or home) when reading through the statements.

1 = RARELY 2 = SOMETIMES 3 = OFTEN 4 = ALWAYS

#1	I explore issues with others to find solutions that meet everyone's needs.	
#2	I try to negotiate and adopt a win-some/lose-some approach to resolving issues.	
#3	I attempt to meet the expectations of others.	
#4	I would argue my case and insist the merits of my point of view.	
#5	When there is a conflict, I gather as much information as possible and keep the lines of communication open.	
#6	When I find myself in a conflict, I say as little as possible and try to leave as soon as I can.	
#7	I try to see conflict from all sides and perspectives.	
#8	I prefer to compromise when solving issues and move on.	
#9	I find conflict exhilarating; I enjoy the battle of wits.	
#10	I feel anxious and uncomfortable being at odds with others.	

Adapted from Elemental Truths, Reginald Adkins (2006)